



Aftermarket Support Specialist

Purpose: Provides customer support by effectively executing aftermarket transactions in response to inbound inquiries, quotations, order entry, order status, follow-up, and delivery confirmation. This role works directly with existing customers by providing solution-oriented communication and service through email and telephone support.

Primary Responsibilities:

- Requests for quotes, sales order entry
- Data entry, issue forms and transactions
- Inventory issue/return forms
- Invoicing and tracking information
- Keep track of incoming and outgoing products, equipment, or materials
- Communication with customers via telephone and email
- Communicate with account managers, accounting, and shipping departments
- Communicate with parent company in Germany
- Purchasing and communicating with suppliers/vendors
- Filing